

SHORT TITLE: Urging the Corporation Commission to conduct consumer satisfaction surveys of all companies which make application to become local providers of telephone services before acting upon such applications; requiring that such surveys determine the level of consumer satisfaction with all services provided by the applicant directory assistance and cellular phone services.

STATE OF OKLAHOMA

2nd Session of the 46th Legislature (1998)

SENATE

RESOLUTION NO. 60

By: Taylor

AS INTRODUCED

A Resolution urging the Corporation Commission to conduct consumer satisfaction surveys of all companies which make application to become local providers of telephone services before acting upon such applications; requiring that such surveys determine the level of consumer satisfaction with all services provided by the applicants including directory assistance and cellular phone services; and directing distribution.

WHEREAS, in today's age of advancing telecommunications, an effective, efficient and responsive local telephone service is an essential right of our citizenry; and

WHEREAS, citizens rely on local telephone service providers to assist them in meeting a variety of needs, ranging from personal communications to emergency assistance; and

WHEREAS, because of its importance in meeting the public's needs, local telephone service must meet or exceed the highest levels of consumer satisfaction in every aspect of the services provided; and

WHEREAS, the Corporation Commission is charged with regulating the telecommunications industry, ensuring that the rights of consumers are preserved and protected; and

WHEREAS, with competition for local telephone service increasing, it is vital that any new service providers meet the highest standards of consumer satisfaction before entering the local market.

NOW, THEREFORE, BE IT RESOLVED BY THE SENATE OF THE 2ND SESSION OF THE 46TH OKLAHOMA LEGISLATURE:

THAT the Oklahoma State Senate hereby urges the Corporation Commission to conduct consumer satisfaction surveys of all companies which make application to become local providers of telephone services before acting upon such applications.

THAT such surveys determine the level of consumer satisfaction with all services provided by the applicant including, but not limited to, directory assistance and cellular phone services.

THAT a copy of this resolution be distributed to the Corporation Commission.

46-2-2845            THC            (<time=system>)